

Overview of Changes from 2001-2002 to 2002-2003 for Common Origination and Disbursement Full Participants

Customer Service

SFA's new COD Customer Service Center will integrate customer service for the Federal Pell Grant and Direct Loan programs for all award years beginning March 2002.

Telephone Inquires:

All schools and Direct Loan PLUS borrowers will continue to call the current Pell Grant and Direct Loan Customer Service numbers. There will be no change in telephone numbers:

- Pell Grant Customer Service 1-800-474-7268
- Direct Loan School Service 1-800-848-0979
- Direct Loan Applicant Service 1-800-557-7394

All calls will be routed to the new COD Customer Service Center. The COD Customer Service Center telephone system will prompt the school to enter the award year the school is calling in reference to, and the call will be routed to the proper Customer Service Center staff.

If the call is regarding 2001-2002 award information, the call will be directed to the current Pell Grant and Direct Loan center staffs. If the call is regarding 2002-2003 award information, all calls will be directed to the new COD Customer Service Center staff. The COD Customer Service Center staff will be working

with the current Pell Grant and Direct Loan Customer Service staffs to ensure that all calls are answered promptly and accurately.

Direct Loan Promissory Notes:

All promissory notes for all award years should continue to be mailed to the Direct Loan Origination Center: P.O. Box 5692, Montgomery, AL 36103-5692.

Direct Loan Mail and Direct Loan Excess Cash

Direct Loan mail and excess cash should continue to be mailed to the Direct Loan Origination Center for award years 2001-2002 and all prior award years. For award years 2002-2003 and beyond, mail and excess cash should be mailed to the COD Customer Service Center. The address is not available at this time, but it will be distributed as soon as it is available.

Direct Loan On-Line PLUS Credit Checks

For on-line PLUS credit checks for all award years, schools will use the COD web site. A new web site address will be provided as soon as it is available.

Direct Loan PLUS Loan Credit Appeals

For all PLUS Loan credit appeals for all award years, borrowers should continue to call the current number (1-800-557-7394).

Direct Loan Bulk Mail Requests

For all Direct Loan bulk mail requests for all years, schools should continue to call the current number (1-800-848-0979).

Direct Loan School Reconciliation

Schools must reconcile the school's Direct Loan records on file at COD with the school's internal Direct Loan records. This process is called School Reconciliation and should be performed by the school on a monthly basis. For more details, see the Direct Loan School Guide.

2002–2003 School Account Statement (SAS) for School Reconciliation

COD initiates the reconciliation process. On a monthly basis, COD sends a School Account Statement (SAS) to each school (designated by DL school code) in the Direct Loan program. This electronic file may be imported and formatted for printing to look similar to a bank statement. The SAS reports COD data on cash balances, cash details, booked loans, and booked or unbooked disbursement transactions. Six types of reconciliation data are sent to the schools: Year-To-Date Cash Summary, Year-To-Date Disbursement Summary by Loan Type, Monthly Cash Summary, Monthly Disbursement Summary by Loan Type, Cash Detail, and Loan Detail. Each school is responsible for reviewing the monthly statement to ensure the accuracy of the data. This data must also be reconciled to the school's internal student account records and bank records.

Software Tool for School Reconciliation– DL Tools

DL Tools is a downloadable software tool available for all schools at www.SFAdownload.ed.gov. It is a software tool to assist you with the reconciliation process. This tool replaces the Optional Loan Detail Exception File. Starting with program year 2002-2003, the functionality to import the 2002-2003 SAS file in DL Tools Version 2.0 is available. With this tool all schools can import the SAS file and run comparisons between the loan and disbursement data on file at COD and on your local school database. In addition, this software tool can also be used to track drawdowns and returns of excess cash at your school and compare to the records at COD.

Table of Changes from 2001-2002 to 2002-2003 for Common Origination and Disbursement Full Participants

The table below provides an overview of the changes made from 2001-2002 to 2002-2003 that affect COD Full Participants. The change descriptions are organized by the following three categories: Removed, Added, and Modified.

- First column provides a description of each change
- Second column indicates if the change affects the Pell Grant Program
- Third column indicates if the change affects Direct Loan Program

Note: *Phase-in Participants* are advised to refer to the 2002-2003 Federal Direct Loan Program and the 2002-2003 Federal Pell Grant Program Technical References for changes that affect Direct Loan and Pell Grant processing for the 2002-2003 award year. Please refer to the glossary for a complete definition of a Phase-in Participant and Full Participant.

Table of Changes from 2001-2002 to 2002-2003 for Common Origination and Disbursement Full Participants		
Description	Pell Grant Program	Direct Loan Program
Removed		
Permanent Address Change Date, Local Address Change Date, Borrower's SSN Change Date and Borrower's Date of Birth Change Date fields from the Common Record.		X
Origination ID field from the Common Record.	X	
Enrollment Status and EFC fields from the Common Record	X	
COD does not request drawdowns for Standard Origination, Option 1, and reimbursement schools on the basis of anticipated disbursements.		X
School Code Status, Loan Identifier Status, Disbursement Number Status, Transaction Date Status and Sequence Number Status from the Response record.		X
Added		
Award and disbursement amounts on the Common Record include two digits behind the decimal. Schools have the option to report pennies for Pell Grants. If not reporting pennies, you may submit whole dollars, and the decimal and following zeros are inferred by COD.	X	
For Adjusted Disbursements, you report the new positive adjusted total adjusted disbursement amount(s) NOT the amount the disbursement is either increased or decreased.	X	
Sequence Number to the Pell disbursement transactions. The Sequence Number determines the order in which transactions must be processed for a given disbursement number.	X	
CPS Transaction Number to the Common Record		X
e-MPN Indicator to Response Record.		X
COD generated Disbursement Sequence Number (91-99) to the Response Record for Payment to Servicer transactions (formerly Servicer Refunds). Note: COD generated Disbursement Sequence Number (66-90).		X
Functionality for schools to enter Disbursements and Changes on the web.		X

Table of Changes from 2001-2002 to 2002-2003 for Common Origination and Disbursement Full Participants		
Description	Pell Grant Program	Direct Loan Program
Schools may request an Entrance Counseling file or report to identify students who have completed entrance counseling on the Loan Origination On-line Application Note: This functionality applies to both Full Participants and Phase In Participants.		X
Schools may request an Exit Counseling file or report to identify students who have completed exit counseling on the Servicing Web site. Note: This functionality applies to both Full Participants and Phase In Participants.		X
Attributes for Software Provider and Vendor Software Version. Software Provider cannot be sent without the Version attribute.	X	X
Functionality to process disbursement records dated 7 calendar days in the future.		X
Functionality for schools to enter new records via the Web during regular award year processing.	X	X
Loan Amount Requested to the Common Record and the Rebuild Process		X
Modified		
Verification Status Code has the following valid values: “V” if verified; report “W” if paid without documentation. Report “V” if verified and “W” if without documentation. Report blank if student is not selected or if you are a QA school. “N”, “A”, “C”, “T”, “R”, “S” are no longer valid values.	X	
Student Identifier is a field on the Common Record that is composed of the student’s current Social Security Number, current date of birth, and current last name.	X	X
In the event a Pell Grant has been reported for a student at multiple schools, COD will authorize funding for both schools and notify them of a 30 day period in which to report adjustments. Please note: more information regarding the business rules pertaining to multiple reporting will be in the Implementation Process Guide, available December 2001.	X	

Table of Changes from 2001-2002 to 2002-2003 for Common Origination and Disbursement Full Participants		
Description	Pell Grant Program	Direct Loan Program
Valid values for the Promissory Note Print Indicator to include: S = COD Prints and sends to Borrower R = COD Prints and sends to School Z = COD Reprint Note: Refer to Appendix C for more information on the Promissory Note Print Indicator.		X
Valid values for the Disclosure Statement Print Flag to include: Y = COD prints and sends to Borrower R = COD reprint Continues to default to School Profile Note: Refer to Appendix C for more information on the Disclosure Statement Print Flag.		X
Direct Loan Rebuild file to replace the Disbursement Anticipated Percentage fields and the Loan Amount Requested field with filler.		X
Booking Notification process. A Booking Notification is sent to a school only for the first disbursement of a Direct Loan. Booking Notifications are NOT sent for subsequent disbursements or adjustments.		X
DLSAS and 732 reports are combined into one report the SAS-DL. At the school's option, this report contains all data elements from both reports.		X
Annual Loan Limit edits performed on a loan are based on loans with the same academic year or wholly within an academic year, but not for overlapping academic years.		X